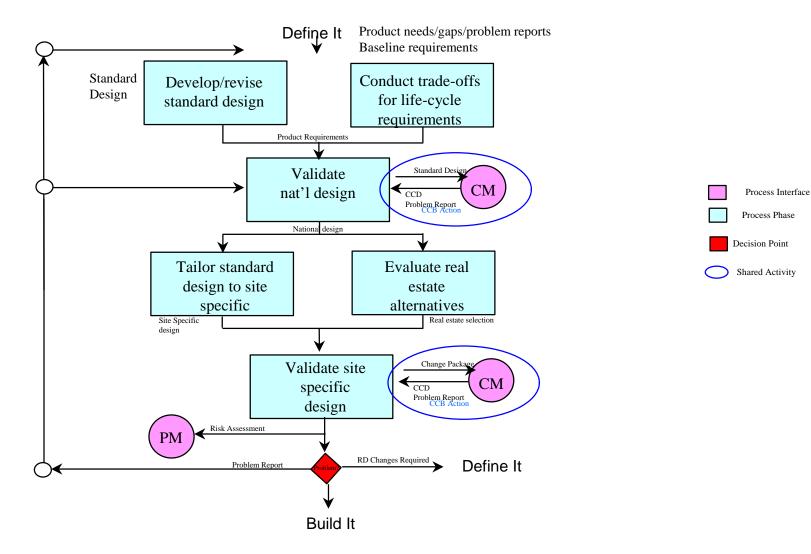
# ATB -Design It - Facilities

Previous Process: Building Define it	Purpose/Definition:  To translate building product requirements into validated, approved site specific design	Next Process: Building Build It
Performing Agent(s):  Product team w/appropriate AT, AF, and union participation  Input(s): Internal to ATB Standard design product needs/gaps/problem reports Baseline requirements	Owner: ATB Building Product Lead  Sub-Processes:  1. Conduct trade-offs for life-cycle requirements 2. Develop/revise standard design 3. Validate national design 4. Place standard design under CM 5. Evaluate real estate alternatives 6. Tailor standard design to site specific 7. Develop/maintain site adaptation 8. Validate site specific design 9. Place under CM	Customer(s):  Transfer to R-1 R-9 for site adaptation and construction Product "Build It"  Output(s): Internal to ATB Standard design Product needs/gaps/problem reports Baseline requirements  Reviews, Audits & Controls: Peer review, QA, product management
Entry Criteria:  • Completion of product "define it"	Training/Handbooks/Policy:  AMS, architecture, design, security, HF, investment analysis and other specialty domain training	Exit Criteria:  • Completed and validated design

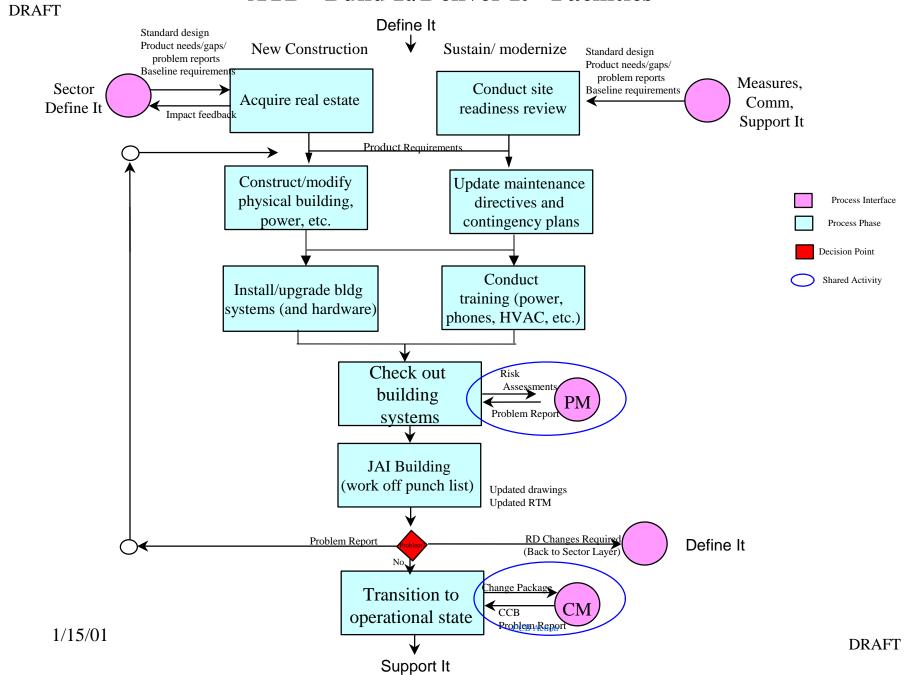
## **ATB - Design It - Facilities**



## ATB -Build It/Deliver It - Facilities

Previous Process: Rank order need based upon criteria PL mgmt. Performance measurement	Purpose/Definition: Ensure the business unit achieves its objectives by planning, scheduling, controlling, tracking, & negotiating the nature & scope of work required & by providing visibility into status & risks.	Next Process: On-going process for duration of terminal product line  CM, RM, arch., comm
<ul><li>Performing Agent(s):</li><li>"R-1/R-9" staff, with union participation</li></ul>	Owner: Product lead  Sub-Processes:  1. Conduct site readiness review 2. Acquire real estate 3. Construct/modify site physical buildings	Customer(s):  • Transfer to Axx-400/500 to transition to operational status  Output(s):
Input(s): Internal to ATB  • Standard design  • Product needs/gaps/problem reports  • Baseline requirements	<ol> <li>Construct/modify site physical buildings, power, etc.</li> <li>Install/upgrade building systems</li> <li>Update maintenance directives and contingency plans</li> <li>Check-out building systems</li> <li>Conduct building training (power, phones, HVAC, etc.)</li> <li>JAI building</li> <li>Transition building to operational status</li> </ol>	Internal to ATB  Impacts, risks, problem reports  Update drawings  Risk assessment  Updated RTM   Reviews, Audits & Controls:  JRC and AR (included with service)  Peer review, QA, RM, PM
<ul><li>Entry Criteria:</li><li>Completion of building design</li></ul>	Training/Handbooks/Policy:  AMS, needs/requirements domain training, sector & PL performance goals	Exit Criteria:  • Building is operational

### **ATB - Build It/Deliver It - Facilities**



# ATB -Support It (2nd Level) - Facilities

Previous Process: - Deliver it	Purpose/Definition:  To provide ongoing support to first level technicians	Next Process:  No follow on process
Performing Agent(s):  Product team w/appropriate AT, AF, and union participation  Input(s): Internal to ATB Deployed product, product documentation, and training material	Owner: ATB Building Lead  Sub-Processes:  1. Provide 24/7 phone or on site assistance, as necessary 2. Collect & document problem information 3. Determine cause of problem 4. Provide problem fix 5. Identify development needs 6. Capture problems for further analysis 7. Provide feedback to problem/recommendation originator	Customer(s):
Entry Criteria:  • Operational use of product	Training/Handbooks/Policy:  AMS, support domain training, product training	Exit Criteria:  • Replacement of product

#### DRAFT

# ATB - Support It (2nd Level) - Facilities

Provide 24/7 phone or on site assistance, as necessary Process Interface Process Phase Build It / Deliver It Decision Point Problem statement, recommendation, or good idea Shared Activity (from field via phone, e:mail, or face Collect & document to face, etc.) problem information Verified/validated problem, recommendation, idea documentation (existence, description, accuracy, etc.) Program documentation Identify development needs Determine cause of problem Training material ( recommendations, ideas & Product (i.e., h/w, s/w training, Recommendations, suggestions for improvement of documentation, etc.) Define It terminal ATC services) Problem cause Documented recommendations, ideas & suggestions Known problems and fixes Provide problem fix Product (known fix, if available Problem Report develop quick fix, as necessary) D.D.B.d (as needed) New fixes (temporary Updated know products and fixes Product Capture problems for Problem Report further analysis Define It Problem documentation, cause and fix Problem report Risk Management Recommendations Provide feedback to suggestions, or idea CM, QA, and CCB status originator Peer Review CCB Action Problem feedback 1/15/01 Recommendation, suggestion or idea status DRAFT Originator